

Bureau of Health Care Quality & Compliance

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: NVS2489AGC	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 09/24/2009
NAME OF PROVIDER OR SUPPLIER CHANCELLOR GARDENS OF THE LAKE		STREET ADDRESS, CITY, STATE, ZIP CODE 2620 LAKE SAHARA DRIVE LAS VEGAS, NV 89117		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
Y 000	<p>Initial Comments</p> <p>Surveyor: 28380 The findings and conclusions of any investigation by the Health Division shall not be construed as prohibiting any criminal or civil investigations, actions or other claims for relief that may be available to any party under applicable federal, state, or local laws.</p> <p>This Statement of Deficiencies was generated as a result of a complaint investigation conducted in your facility from 9/19/09 to 9/24/09. This State Licensure survey was conducted by the authority of NRS 449.150, Powers of the Health Division. The facility received the grade of D.</p> <p>The facility is licensed for 150 beds, 120 Residential Facility for Group beds for elderly and disabled persons, chronic illnesses and persons with mental illnesses and 30 beds for persons with Alzheimer's disease, Category II residents. The census at the time of the survey was 139. Twenty-three resident files were reviewed.</p> <p>Complaint NV00023007 and NV00023048 were substantiated. See Tags Y069 and Y878. Additional deficiencies were identified.</p>	Y 000		
Y 050 SS=I	<p>449.194(1) Administrator's Responsibilities-Oversight</p> <p>NAC 449.194 The administrator of a residential facility shall: 1. Provide oversight and direction for the members of the staff of the facility as necessary to ensure that residents receive needed services and protective supervision and that the facility is in compliance with the requirements of NAC 449.156 to 449.2766, inclusive, and chapter 449</p>	Y 050		

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TITLE

(X6) DATE

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

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Y 069	Continued From page 2 (e) Possess the appropriate knowledge, skills and abilities to meet the needs of the residents of the facility. This Regulation is not met as evidenced by: Surveyor: 28380 Based on interview on 9/23/09, a caregiver performed cardiopulmonary resuscitation (CPR) on 1 of 1 residents who was still breathing and still had a heartbeat (Resident #2 - during the weekend of 8/29/09 through 8/30/09). Severity: 2 Scope: 3	Y 069			
Y 087 SS=F	449.199(3) Limitation on Number of Residents NAC 449.199 3. A residential facility must not accept residents in excess of the number of residents specified on the license issued to the owner of the facility. This Regulation is not met as evidenced by: Surveyor: 28380 Based on record review on 9/23/09, the memory care unit was over census. Findings include: The facility's memory care unit is licensed for 30 beds. Based on the census report provided by the facility, there were 34 residents residing in the memory care unit.	Y 087			

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Y 087	Continued From page 3	Y 087		
Y 590 SS=I	<p>Severity: 2 Scope: 3</p> <p>449.268(1)(a) Resident Rights</p> <p>NAC 449.268</p> <p>1. The administrator of a residential facility shall ensure that:</p> <p>(a) The residents are not abused, neglected or exploited by a member of the staff of the facility, another resident of the facility or any person who is visiting the facility.</p> <p>This Regulation is not met as evidenced by: Surveyor: 21044</p> <p>Based on interviews and record review from 9/19/09 to 9/24/09, the facility neglected to ensure 23 of 23 residents received medications as prescribed because medications were not available or caregivers were not administering the medications because they did not have time and threw the medications away.</p> <p>Findings include</p> <p>The September 2009 medication administration records (MAR) up to 9/23/09 were reviewed. The MAR revealed the the following residents did not receive the listed medications as prescribed:</p> <p>Resident #1:</p> <ul style="list-style-type: none"> - Aricept 10 milligrams (mg), one time a day - two doses. - Aspirin 81 mg, one time a day - three doses. 	Y 590		

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Y 590	<p>Continued From page 4</p> <ul style="list-style-type: none"> - Calcium with Vitamin D 600 mg, two times a day - 16 doses. - Exelon 4.6 patch, one patch per day - three doses. - Lunesta 2 mg, at bedtime - three doses. - Metformin 500 mg, two times a day - eight doses. - Risperdal 0.5 mg, daily - ten doses. - Simvastatin 20 mg, at bedtime - two doses. <p>During an interview with the Executive Director on 9/23/09, she admitted the facility was negligent in administering medications to Resident #1.</p> <p>Resident #2:</p> <ul style="list-style-type: none"> - Aricept 5 mg, one time a day - three doses. - Lisinopril 5 mg, one time a day - three doses. - Namenda 10 mg, two times a day - ten doses. - Pataday 2.5 ml, one time a day - four doses. - Risperdal 1 mg, 1/2 tab in AM, one tab in PM - seven doses. - Seroquel 25 mg, 1/2 tab at bedtime - four doses. - Simvastatin 20 mg, one tab at bedtime - four doses. <p>Resident #3:</p> <ul style="list-style-type: none"> - Colace 100 mg, two times day. - 25 doses. - Ativan 1.0 mg, one time a day - 14 doses. - Namenda 10 mg, two times a day - 23 doses. <p>Resident #4:</p> <ul style="list-style-type: none"> - Aricept 10 mg, one time a day - seven doses. - Avodart 0.5 mg, at bedtime - seven doses. - Metformin 500 mg, two times a day - 28 doses. <p>Medication was out of stock. Staff reported the resident owed the pharmacy money.</p> <ul style="list-style-type: none"> - Namenda 10 mg, two times a day - 28 doses. <p>Medication was out of stock.</p> <ul style="list-style-type: none"> - Omeprazole 20 mg, one time a day - 20 doses. 	Y 590		

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Y 590	<p>Continued From page 5</p> <p>Medication was out of stock.</p> <ul style="list-style-type: none"> - Risperidone 0.5 mg, 1 1/2 tablets at noon - 18 doses. - Thiamine 100 mg, one time a day - 18 doses. <p>Resident #5:</p> <ul style="list-style-type: none"> - Mirtazapine 15 mg, at bedtime - five doses. - Trazodone 50 mg, two times a day - 22 doses <p>Resident #6:</p> <ul style="list-style-type: none"> - Amour Thyroid 180 mg, six tablets every day - 14 doses. - Mirtazapine (Remeron) 15 mg, at bedtime - three doses. - Naproxen 375 mg, two times a day - 15 doses. - Seroquel 100 mg, at bedtime - three doses. - Simvastatin 20 mg, at bedtime - three doses. - Tramadol (Ultram) 50 mg, three times a day - 54 doses. - Trazodone 50 mg, one time a day - nine doses. - Ambien 10 mg, 1/2 tablet at bedtime - five doses. Medication out of stock. <p>Resident #7:</p> <ul style="list-style-type: none"> - Clarinex 5 mg "as needed" (PRN). Medication out of stock. - Lorazepam 0.5 mg PRN. Medication out of stock. - Temazepam 15 mg PRN. Medication out of stock. - Depakote Sprinkles 125 mg, two times a day - 39 doses. Medication out of stock. <p>Resident #8:</p> <ul style="list-style-type: none"> - Nexium 40 mg, one time a day - three doses. - Paroxetine 20 mg, one time a day - 17 doses. - Seroquel 50 mg, one at bedtime - five doses. - Temazepam 30 mg, two at bedtime - eight doses. 	Y 590			

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Y 590	<p>Continued From page 6</p> <p>Resident #9:</p> <ul style="list-style-type: none"> - Aricept 10 mg, one at bedtime - three doses. - Lisinopril 20 mg, one time a day - four doses. - Sertraline 50 mg, one time a day - four doses. <p>Resident #10:</p> <ul style="list-style-type: none"> - Docusate NA 100 mg, two times a day - 21 doses. - Vistaril 25 mg, two times a day - 26 doses. - Lisinopril 20 mg, two times a day - 28 doses. <p>Medication out of stock.</p> <ul style="list-style-type: none"> - Loxatane 50 mg, two times a day - 21 doses. - Metoprolol 25 mg, two times a day - 28 doses. - Risperidone 3 mg, two times a day - 23 doses. <p>Medication out of stock.</p> <ul style="list-style-type: none"> - Seroquel 200 mg, three times a day - 46 doses. <p>Medication out of stock.</p> <p>Resident #11:</p> <ul style="list-style-type: none"> - Actonel 35 mg, one weekly - two doses. - Leflonomide 20 mg, 1/2 tab at morning - two doses. - Synthroid 75 mcg, one time a day - four doses. - Lexapro 10 mg, one time a day - three doses. - Lovastatin 40 mg, one at bedtime - four doses. - Megestrol 40 mg, two times a day - ten doses. - Naproxen 375 mg, PRN - Medication out of stock. - Razadyne 16 mg, one time a day - four doses. - Triam / HCTZ 37.5 / 25, one time a day - 11 doses. <p>Resident #12:</p> <ul style="list-style-type: none"> - Haldol 2 mg, two times a day - 14 doses. - Morphine 15 mg, two times a day - ten doses. <p>Medication out of stock.</p> <ul style="list-style-type: none"> - Risperdal 2 mg, three times a day - 23 doses. - Seroquel 100 mg, 1/2 tab daily - seven doses. <p>Resident #13:</p>	Y 590			

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Y 590	<p>Continued From page 7</p> <ul style="list-style-type: none"> - Atenolol 50 mg, one at bedtime - two doses. - Lomotil 2 mg, PRN - medication out of stock. - Plavix 75 mg, one at bedtime - two doses. <p>Resident #14:</p> <ul style="list-style-type: none"> - Colace 100 mg, two times a day - one dose. - Klonopin 0.5 mg, two times a day - one dose. - Paxil 20 mg, one time a day - one dose. - Temazepam 15 mg, PRN - medication out of stock. <p>Resident #15:</p> <ul style="list-style-type: none"> - Levothyroxine 50 mcg, one time a day - three doses. Medication out of stock. <p>Resident #16:</p> <ul style="list-style-type: none"> - Arixtra 2.5 mg, one time a day - 21 doses. Medication out of stock. - Lidoderm Patch 5%, 12 hours on and 12 hours off a day - 19 doses. Medication out of stock. <p>Resident #17:</p> <ul style="list-style-type: none"> - Aricept 10 mg, one time a day - two doses. <p>Resident #18:</p> <ul style="list-style-type: none"> - Aciphex 20 mg, one time a day - two doses. Medication out of stock. - Benzonatate 100 mg, three times a day - 54 doses. Medication out of stock. - Furosemide 40 mg, one time a day - one dose. - Levothyroxine 25 mcg, one time a day - 12 doses. Medication out of stock. - Propoxyphene N-Apap 100-650mg, three times a day - 42 doses. Medication out of stock. - Zolpidem Tartrate 10 mg, PRN - medication out of stock. <p>Resident #19:</p> <ul style="list-style-type: none"> - Risperdal 0.25 mg, two times a day - 18 doses. Medication out of stock. 	Y 590			

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Y 590	<p>Continued From page 8</p> <p>Resident #20:</p> <ul style="list-style-type: none"> - Alprazolam 0.25 mg, two times a day - one dose. - Norvasc 5 mg, one time a day - one dose. - Aricept 10 mg, one time a day - one dose. - Atenolol 25 mg, one time a day - one dose. - Gabapentin 100 mg, three times a day - five doses. - Hydrocodone / APAP 5 /500, PRN - Medication out of stock. - Synthroid 50 mcg, one time a day - one dose. - Namenda 5 mg, one time a day - one dose. - Plavix 75 mg, one time a day - three doses. - Sertraline HCL 50 mg, one time a day - one dose. - Zyprexa 5 mg, one time a day - one dose. <p>Resident #21:</p> <ul style="list-style-type: none"> - Cozaar 50 mg, one time a day - one dose. - Furosemide 20 mg, one time a day - one dose. - Norvasc 5 mg, one time a day - one dose. - Ivax p3, one time a day - one dose. <p>Resident #22:</p> <ul style="list-style-type: none"> - Klonopin 0.5 mg, one time a day - 23 doses. <p>Medication out of stock.</p> <ul style="list-style-type: none"> - OxyContin 10 mg, two times a day. Medication out of stock. - Plavix 75 mg, one time a day - eight doses. <p>Resident #23:</p> <ul style="list-style-type: none"> - Aricept 10 mg, one time a day - two doses. - Furosemide 20 mg, one time a day - two doses. - Namenda 10 mg, one time a day - two doses. - Risperdal 1 mg, two at noon daily - two doses. <p>While the MAR was reviewed, caregivers were asked why medications were not administered and why medications were not available. The</p>	Y 590			

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Y 590	Continued From page 9 caregivers responded that either the medications were on order and had not yet arrived, the pharmacy had not been paid and would not send the medications or that family members had not brought medications in when the medications ran out. During an interview with the former Wellness Director on 9/19/09, a registered nurse, the Wellness Director reported she was aware the caregivers were not administering some medications to residents and were throwing the medications away because they did not have time to administer the medications. Severity: 3 Scope: 3	Y 590		
Y 878 SS=I	449.2742(6)(a)(1) Medication / Change order NAC 449.2742 6. Except as otherwise provided in this subsection, a medication prescribed by a physician must be administered as prescribed by the physician. If a physician orders a change in the amount or times medication is to be administered to a resident: (a) The caregiver responsible for assisting in the administration of the medication shall: (1) Comply with the order. This Regulation is not met as evidenced by: Surveyor: 28380 Based on interview, observation and record review from 9/19/09 to 9/24/09, the facility did not	Y 878		

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Y 878	Continued From page 10 ensure 23 of 23 residents received their medications as prescribed. Findings include: The September 2009 medication administration records (MAR) up to 9/23/09 were reviewed. The MAR revealed that Resident #1 to #23 did not receive the listed medications as prescribed because they were either unavailable or caregivers did not have time to administer them and threw the medications away. Please refer to TAG 590. Severity: 3 Scope: 3	Y 878			
Y 895 SS=F	449.2744(1)(b)(1) Medication / MAR NAC 449.2744 1. The administrator of a residential facility that provides assistance to residents in the administration of medication shall maintain: (b) A record of the medication administered to each resident. The record must include: (1) The type of medication administered; (2) The date and time that the medication was administered; (3) The date and time that a resident refuses, or otherwise misses, an administration of medication; and (4) Instructions for administering the medication to the resident that reflect the current order or prescription of the resident's physician.	Y 895			

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Y 895	<p>Continued From page 11</p> <p>This Regulation is not met as evidenced by: Surveyor: 28380</p> <p>Based on record review and interviews on 9/23/09 and 9/24/09, the facility failed to ensure the computerized medication administration records (MAR) were accurate or consistent for 23 of 23 residents receiving medication assistance.</p> <p>Findings include:</p> <p>The facility was using a computerized MAR system in which caregivers entered their initials to document when the medications were administered and used numerical codes for when medications were refused, were not available, were discontinued, were administered late, were not administered because the resident was in the hospital or was asleep. The August and September 2009 MARs for residents receiving medication assistance were reviewed. It was noted the numerical codes were not consistent between MARs. For example, code 1 was used for a medication that was not available on the MAR for one resident (Resident #5), but the same code was used to document on another resident's MAR that the resident was in the hospital (Resident #2). It was also noted there were discrepancies with the codes between the August 2009 and September 2009 MARs.</p> <p>The computerized August and September 2009 MARs also contained blank squares with no documentation that medications were administered to residents. It was discovered during interviews with staff that the computer</p>	Y 895			

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Y 895	Continued From page 12 system failed regularly and on those days caregivers had to document medications they administered on paper MARs. Resident #3 and #4 did not have paper MARs for September 2009 to document that any medications had been given on the dates the computer system failed. Severity: 2 Scope: 3	Y 895		
Y 944 SS=A	449.2749(2) Resident File - Discharge Documentation NAC 449.2749 2. The document required pursuant to paragraph (j) of subsection 1 must indicate the location to which the resident was transferred or the person in whose care the resident was discharged. If the resident dies while a resident of the facility, the document must include the time and date of the death and the dates on which the person responsible for the resident was contacted to inform him of the death. This Regulation is not met as evidenced by: Surveyor: 21044 Based on record review and interview from 9/19/09 to 9/24/09, the facility did not provide proper documentation regarding a resident who was transferred to the hospital (Resident #1 - transfer to the hospital on 8/5/09). Severity: 1 Scope: 1	Y 944		

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